

June 10, 2004

Montana Medicaid Notice

All Providers

Team Care Program

A new component of the PASSPORT To Health program will launch August 1, 2004. Designed as an education and utilization control program, Team Care (TC) targets clients identified as excessively high-utilizers or abusers of the Medicaid system. The program intensively educates clients on the proper use of healthcare services, and involves a “team” approach consisting of Montana Medicaid, Nurse First, a single pharmacy and the primary care provider (PCP) working together to affect positive client behavioral changes.

Enrolled TC clients will be mandated to enroll in PASSPORT, select a PASSPORT primary care provider, select a single pharmacy, and call the Nurse First line prior to accessing Medicaid payable health services, including visits to their PCP (except in emergent care situations). These clients will receive extensive outreach and education from Nurse First nurses and will be instructed on the proper use of the Montana healthcare system. Once enrolled, the client cannot change PCPs without approval from DPHHS.

All PASSPORT To Health rules and guidelines apply. If you are not the client’s PCP, you *must* get the PCP’s approval prior to providing services. If the PCP’s approval is not obtained, and the service requires PASSPORT approval, the claim will be denied.

The client will be “locked-in” to one pharmacy for all pharmaceutical needs. If that pharmacy cannot meet a specific client need, the client or pharmacy will be required to call the Managed Care Bureau and request a temporary “lift” on the lock-in for the prescription to be filled at another location.

Contact Information

If you have any questions or concerns please contact the Managed Care Bureau c/o Tedd Weldon at (406) 444-1518 or email at teweldon@state.mt.us.

For claims questions or additional information, contact Provider Relations:

Provider Relations in Helena and out-of-state: (406) 442-1837

In-state toll-free: 1-800-624-3958

Visit the Provider Information website:

<http://www.mtmedicaid.org>